



## New Jersey Department of Children and Families Policy Manual

Manual:	CP&P	Child Protection and Permanency	Effective Date:
Volume:	II	Intake, Investigation, and Response	
Chapter:	D	SPRU	1-28-2013
Subchapter:	1	SPRU Administration	
Issuance:	535	<b>SPRU Supervisor Roles and Responsibilities and Documentation Requirements</b>	

### Overview 7-5-2011

SPRU Workers work independently. A SPRU Supervisor is available to the SPRU Worker at all times after hours when direction, supervision, and/or support are needed or sought. SPRU Supervisors report to the Area Director OR the Local Office Manager Responsible for SPRU, or his or her designee, depending on the individual county SPRU operation.

SPRU Supervisors serve the After-Hours Response System on an on-call basis, available to provide guidance, direction, and decision-making support to SPRU Workers and SCR Screeners regarding the handling of case situations in the county(s) of assignment.

An added role of the SPRU Supervisor is to identify weaknesses, problems, and/or deficits in the local SPRU operation or Local Office operations relating to the DCF After-Hours Response System, including, but not limited to, system breakdowns, resource needs, inter-agency issues and practices, day staff interface with SPRU after hours, and personnel issues relating to SPRU staff. The SPRU Supervisor brings any concerns to the attention of the SPRU Coordinator, and forwards a copy of any written documentation/memorandum to the Area Director/Local Office Manager Responsible for SPRU, or his or her designee, for follow up, as appropriate.

On-call SPRU Supervisors serve the After-Hours Response System in a supervisory capacity only: While on-call, a SPRU Supervisor may not accompany a SPRU Worker into the field under any circumstances, or serve as a Back-Up SPRU Worker when an assignment is pending at SCR.

Although SPRU Workers may call SPRU Supervisors for advice on any assignment, there are prescribed situations in which a SPRU Worker must contact the SPRU Supervisor. See When a SPRU Worker Is Required to Contact the SPRU Supervisor, below.

Some high volume, densely populated counties are served by one or even two SPRU Supervisors, while other, low volume operations may share a SPRU Supervisor with a neighboring county(s).

SPRU Supervisors are paid strictly on a per-shift-of-service basis only. See [CP&P-II-D-1-900](#), SPRU Payment and Leave.

SPRU Supervisors are required to document each/all calls received while on duty. Document each call in the SPRU Supervisor Log (Template), CP&P Form [9-24](#). See Documentation of SPRU Supervision Consultation. See CP&P Form [9-24](#).

### **Assistance to SPRU Worker 7-5-2011**

The on-call SPRU Supervisor can assist the SPRU Worker by:

- Sharing decision-making responsibilities, including developing Safety Protection Plans. See [CP&P-IV-A-2-400](#), Assessing Safety After Hours, and [CP&P-III-B-6-600](#), Child Safety Assessment (In-Home);
- Providing an objective viewpoint;
- Helping to prioritize SPRU casework;
- Determining the most appropriate response time for a given case, and the components and sequencing of the response;
- Offering support, direction, and feedback on case handling, including critical incidents and child deaths or near fatalities;
- Offering local resource information and/or actively assisting with searches for needed resources;
- Advocating for SPRU staff;
- Suggesting and/or approving case assignment to a Back-Up SPRU Worker;
- Approving use of a SPRU Buddy; and/or
- Providing policy clarification, if needed.

It is necessary for SPRU Workers to advise SPRU Supervisors of specific situations (see When a SPRU Worker Is Required to Contact the SPRU Supervisor, below), thus enabling local county operations to monitor and control:

- Out-of-home placements;
- Petty cash, LOBA/Flex Funds, homemaker services, and other casework-related cash expenditures;
- The timing and type of intervention, field response times, and the quality of case practice/agency intervention.

## Role and Responsibilities of SPRU Supervisors 1-28-2013

The SPRU Supervisor has the authority and/or responsibility for:

- Providing supervision and guidance to SPRU Worker staff.
- Case handling decision making.
- Conferencing child safety with the SPRU Worker when a child is unsafe and a Safety Protection Plan or a removal is warranted.
- Approving out-of-home placements, emergency removals, CP&P intervention in hospital hold situations, and cash dispersion for service provision.
- Consulting the LO Manager or designee, when seeking approval to place a child with a relative or family friend (presumptive eligibility). The SPRU Supervisor directs the SPRU Worker to obtain proper identification of the named relative or family friend. See [CP&P-IV-B-2-125](#), Placing Children with Kinship Caregivers, and [CP&P-II-D-2-300](#), section entitled Screening Kin Caregivers and Clearing DCF Resource Family Homes through NJS.
- Approving SPRU Worker decision not to respond to an assigned case or to delay the response. See Decency of the Hour Policy in [CP&P-II-D-2-300](#).
- Consultation with SCR Screeners and/or SCR Supervisors regarding presenting case situations.
- Assisting the SPRU Worker to obtain needed guidance, police or hospital support, or other needed services.
- Contacting a child's or family's assigned Worker, Supervisor, the LO Manager, or any other CP&PDCF staff member who may have important information about cases under SPRU investigation or in open/active case status.
- Activating other SPRU Workers if a case situation and/or a coverage problem warrants the assistance of a second Worker/Buddy (see [CP&P-II-D-1-200](#), Use of Second SPRU Worker ("Buddy") on Field Response), or a Back-Up SPRU Worker (see [CP&P-II-D-1-200](#), section entitled Back-Up Coverage System).

If coverage cannot be arranged by the SPRU Supervisor, the SPRU Supervisor contacts the Area Director/Local Office Manager Responsible for SPRU, or his or her designee to resolve the issue. (**Note:** SPRU Supervisors are **not** utilized as field workers to address coverage problems. See SPRU Supervisor Role and Responsibilities, and Overview, above.)

- Coordinating, through SCR and/or other SPRU Supervisors, a multi-county resource search or multi-county SPRU intervention; following up

with the SPRU Supervisor whose SPRU team is taking the lead in the multi-county effort, to assure information is shared, multi-county intervention is focused, fully coordinated, and directed, and children are safe. See [CP&P-II-D-2-500](#), Location of Child vs. County of Supervision. See [CP&P-II-D-2-300](#), Case Handling Responsibilities.

- Conferencing with the IAIU After-Hours Supervisor on case handling by SPRU, when appropriate.
- At the end of an on-call shift, advising the next-scheduled SPRU Supervisor of any unfinished business - unresolved situation being handled by a SPRU Worker(s) from the previous shift(s), case assignments warranting SPRU Supervisor follow up, or of matters in which the SPRU Supervisor gave direction on case handling, and the SPRU Worker has not yet completed intervention. (The Supervisor, in essence, forwards the “chain of custody” of the case to the next SPRU Supervisor scheduled on-call, to support and encourage appropriate case handling, assess child safety, and provide support and guidance to responding SPRU staff.)
- Conferring with appropriate Local Office, Area, and Central Office staff regarding complex, multi-faceted, or serious case situations.
- Advising SCR if a case assigned to SPRU rises to the level of a critical incident or a child death or near fatality. The determination of whether a case is a reportable child death, a critical incident, or a near fatality rests with the SPRU Supervisor after hours.
- Notifying the Local Office Manager, Director of IAIU, or Area Director, or his or her designee after hours of critical incidents and reportable child fatalities or near fatalities in strict accordance with policy. See [CP&P-IX-D-1-100](#), Critical Incident Reporting, and [CP&P-VIII-A-1-100](#), Child Fatality and Near Fatality Reporting.
- Advising the LO Manager, IAIU, and/or SPRU Coordinator of administrative, case handling, or other relevant issues, as needed (contacting him or her after hours, when a matter is critical or controversial, or waiting until the next work day, when appropriate).
- Advising the respective SPRU Coordinator during the course of the next work day (in person, when possible) of any coverage, case handling, compensation (e.g., payment) or any other problems with a SPRU Worker which arose while providing after-hours coverage.
- Advising the respective SPRU Coordinator during the course of the next work day of any problems or concerns which arose after-hours regarding interactions with SCR staff (the SPRU Coordinator resolves any conflict through the SCR Chain of Command).
- Documenting all calls received and handled while on duty in a SPRU Supervisor Log (Template) (in an electronic format, to permit SPRU Supervisor documentation to be copied and pasted into the electronic

case record maintained in NJS). See CP&P Form [9-24](#). Payment is contingent upon documentation.

## **SPRU Supervisor State of Readiness 5-21-2012**

An individual who accepts SPRU supervisory duty must realize that he or she is making a commitment to be in a state of readiness to the DCF After-Hours Response System anytime and at all times during his or her tour of duty. By accepting SPRU Supervisor service, the employee is agreeing to be available to receive and return calls immediately throughout each on-call shift. The employee agrees that in no case should it take more than 15 minutes to return a SPRU-related call or inquiry.

SPRU Supervisors contact SCR to register for duty, and maintain communication with SCR while on-call in accordance with [CP&P-II-D-1-300](#), section entitled Registering for On-Call Duty.

To be in a true state of readiness, the SPRU Supervisor must have immediate access to:

- A fully charged cellular phone (on his or her person while on-call);
- The SPRU Worker coverage schedule for the current month (SCR may be called for schedule clarification, last minute changes in SPRU coverage, etc.);
- An up-to-date listing of staff home telephone numbers, personal cellular phone numbers, State-issued cellular phone numbers, and home addresses (to be kept strictly confidential) from all Local Offices in the county or counties of SPRU supervisory duty;
- A complete list of approved SPRU Workers for the county(s) of service;
- Home telephone numbers for the Assistant Area Director(s) and the Area Director;
- A current SPRU Kit from each county supervised. See [CP&P-II-D-2-800](#), The SPRU Response Kit;
- An up-to-date list of local resources, including police departments, hospitals, the County Prosecutor, the county FCIU (if in operation), and emergency SPRU resource family home providers for the county(s) of SPRU supervisory service;
- An electronic form template for completing CP&P Form [9-24](#), SPRU Supervisor Log (Template);
- By-pass telephone numbers for each Local Office in the county or counties of SPRU supervisory service.

The SPRU Supervisor may call SCR (during the work day or after hours), if coverage clarification, staff home telephone/cell numbers, and/or other SPRU/DCF/Division staff-related information is needed.

### **When a SPRU Worker Is Required to Contact the SPRU Supervisor 1-28-2013**

A SPRU Worker may request advice from, the assistance of, consultation with, or to get direction from the SPRU Supervisor whenever he or she feels it is necessary.

The SPRU Worker must call the SPRU Supervisor, however, in the following situations:

- To report a child death or a near fatality, SPRU Worker injury (work related), a Safe Haven infant (see [CP&P-IV-C-5-100](#)), or other critical incident. The determination of whether a case is a reportable child death, a critical incident, or a near fatality rests with the SPRU Supervisor or the IAIU After-Hours Supervisor after hours. See [CP&P-IX-D-1-100](#), Critical Incident Reporting, and [CP&P-VIII-A-1-100](#), Child Fatality and Near Fatality Reporting.
- To remove and place a child into substitute care. When possible, the SPRU Supervisor is contacted before the child is removed; otherwise the Supervisor is contacted as soon as possible after the emergency removal. The SPRU Supervisor assures that the SPRU Worker contacts SCR for an NJ SPIRIT check regarding the resource family home care provider before the child is placed or re-placed, to confirm that the home is licensed, and in “approved” status. See [CP&P-II-C-2-700](#), Removal of a Child, section entitled Consult Supervisor in Removal Decision.
- When SPRU seeks to remove a child, and place him or her with a relative or family friend, the SPRU Supervisor assures that all required CARI, Children-in-Court (CIC), and CHRI checks through SCR have been completed, and contacts the LO Manager or designee for approval to place the child with the relative or family friend (presumptive eligibility). The SPRU Supervisor directs the SPRU Worker to obtain proper identification of the named relative or family friend. See [CP&P-IV-B-2-125](#), Placing Children with Kinship Caregivers, section entitled Pre-Placement Protocol, and [CP&P-II-D-2-300](#), section entitled Screening Kin Caregivers and Clearing DCF Resource Family Homes through NJS.
- To conference a case, to assess child safety and develop a viable Safety Protection Plan. See [CP&P-III-B-6-600](#), Child Safety Assessment (In-Home), and [CP&P-IV-A-2-400](#), Assessing Safety After Hours.
- After making two (2) unsuccessful field attempts to contact a child or family when conducting a CPS investigation. The SPRU Supervisor provides guidance for SPRU’s continued efforts to make contact. See [CP&P-II-D-2-300](#), section entitled Attempted Field Contacts



- Before proceeding on a child sexual abuse allegation or a report of child-on-child sexual activity or child-on-child sexual abuse. See [CP&P-II-D-2-300](#), Sexual Abuse Reports - After Hours Intervention.
- When assigned a report in which a police officer, probation officer, or physician acting under Title 9 has removed a child from his or her parent's custody without the parent's consent (i.e., performed a Dodd removal). See [CP&P-II-C-2-700](#).
- To represent CP&P in a Hospital Hold situation. See [CP&P-II-B-1-800](#), Protective Custody or Hospital Hold.
- To determine CP&P's role in a matter concerning an arrestee's dependent child. See [CP&P-II-B-1-200](#), Alternate Care for Arrestee's Dependent Children.
- To determine whether SPRU should see a non-offending parent or child/sibling who resides outside the client home to complete a CPS investigation. See [CP&P-II-D-2-1100](#), section entitled Whether to See the "Other" Parent.
- To handle consents to non-routine medical treatment for children in CP&P-paid out-of-home placement.
- To initiate services which require payment (unless prior approval was granted by LO administrative staff).
- To report a third field assignment from SCR during an eight-hour shift, to determine whether the SPRU Worker can adequately handle the third such assignment and not leave a child in danger or at undue risk; and to assure that the SPRU Worker will have sufficient time to write up a quality response report before the start of the next work day. See [CP&P-II-D-1-400](#), section entitled Contact SPRU Supervisor Before Responding to Third Field Assignment (Required).
- To report that he or she has not had any sleep for 23 consecutive hours, and may thus present a risk of harm to him or herself or to a child, if operating a motor vehicle (see [CP&P-II-D-2-300](#), section entitled Compliance with Maggie's Law).
- To resolve conflict with SCR over a case assignment, response time, or case coding.
- To resolve matters of personal conflict of interest regarding a specific case assignment. See II B 1507.
- Before contacting the Local Office Manager when challenging the SPRU Supervisor's directive to SPRU on any matter. See LO Manger Resolves SPRU Worker - SPRU Supervisor Conflict, below.
- To request approval not to respond to a situation and/or to postpone a field response which would usually require field intervention. See Decency of the Hour Policy in [CP&P-II-D-2-300](#).
- To request another SPRU Worker's assistance or accompaniment (i.e.,

“Buddy”) in the field, unless prior approval was granted or local protocol has been established. See [CP&P-II-D-1-200](#), section entitled Use of Second SPRU Worker (“Buddy”) on Field Response.

- To advise that he or she will not be able to transport a child to school the first school day after placement. The SPRU Supervisor will need to contact the Local Office Manager responsible for the case, to authorize reassigning the case to SPRU or activating day staff to work overtime. See [CP&P-II-D-2-300](#), section entitled Educational Stability - SPRU Transporting Child to School First School Day After Placed.
- To advise that SPRU intervention may result in non-compliance with CP&P policy and procedures.
- To re-assign a SPRU case. See [CP&P-II-D-2-300](#), section entitled SPRU Worker Responsibility for Completing Case Assignment.
- To leave the county on an assignment, which may result in a gap in coverage if an additional intake is taken by SCR.
- To take a State car out of the State of New Jersey.
- To resolve a SPRU coverage problem.
- To resolve conflict with a representative from another agency (e.g., hospital staff, the police, the County Prosecutor) or CP&P staff (the assigned Worker/Supervisor, a SPRU Worker from another county, etc.).
- To invoke the Interstate Compact on Juveniles. See [CP&P-VIII-E-1-200](#). Contact SCR if access to the Manual/Compact is needed.
- To report special/serious client or community complaints or dissatisfaction with CP&P services/actions which need immediate administrative attention.
- To report that the matter at hand may have the potential for media/press attention. See [CP&P-IX-D-1-100](#), Critical Incident Reporting.
- To report a breakdown, break-in, or motor vehicle accident involving a State car, or a break-in or other damage to a Local Office or other State property occurring, or discovered after business hours.

Local operations or the Area Office may require that SPRU Workers contact SPRU Supervisors in additional situations/under other conditions as well. Consult the SPRU Coordinator for locally imposed protocols and procedures for SPRU Worker-SPRU Supervisor consultation.

## **SPRU Supervisor and SCR Consultations 1-28-2013**

SPRU Supervisors may consult SCR Screeners or SCR Supervisors on a wide array of topics, including, but not limited to such things as:



- Attempting to determine the status of a day case, or to determine whether a situation is a day case.
- Reporting a child fatality or near fatality, or a critical incident (child-related or non-child related), including an injury to a SPRU Worker in the course of performing SPRU duty. The determination of whether a case is a reportable child death, a critical incident, or a near fatality rests with the SPRU Supervisor or the IAIU After-Hours Supervisor after hours. See [CP&P-IX-D-1-100](#), Critical Incident Reporting, and [CP&P-VIII-A-1-100](#), Child Fatality and Near Fatality Reporting. The SPRU Supervisor reports the critical incident, near fatality, or reportable child death up the SPRU chain of command; see [CP&P-II-D-1-800](#), Chain of Command (Local SPRU Operations). The SCR Screener reports the incident up the SCR chain of command. (For IAIU matters, the IAIU After-Hours Supervisor reports up the IAIU chain of command.)
- Discussing the handling of a conflict of interest case (e.g., an allegation against a CP&P employee who resides or works in that county) in strict accordance with the standing agreement between CP&P and the Office of the Public Defender. See [CP&P-II-C-1-300](#), Limiting Conflicts of Interest, and II B 1507, Appendices - Limiting Conflicts of Interest. For cases that require a field response, the SPRU Supervisor will be called on to determine whether another county SPRU operation should handle the assignment, to avoid a conflict of interest or the appearance of a conflict. SPRU Supervisor/PDCIU consultation may be necessary. The SPRU Supervisor may consult management through the SPRU chain of command to determine how best/who best to respond to the matter at hand.
- Discussing SPRU coverage, personnel, and/or case assignment problem, and/or the need to re-assign a case.
- Assisting another county SPRU “team” in a multi-county SPRU intervention situation and/or a multi-county resource search, or taking the lead in such an initiative, when appropriate. See [CP&P-II-D-2-500](#), Location of Child vs. County of Supervision.
- Reporting damage to State property, a State car, or the Local Office, including break-ins.

## **LO Manager Resolves SPRU Worker - SPRU Supervisor Conflict      1-28-2013**

Any crucial case practice or case handling disagreement between a SPRU Worker and a SPRU Supervisor occurring after hours, which cannot be readily resolved, is referred by the SPRU Supervisor to the Area Director/Local Office Manager Responsible for SPRU, or his or her designee for resolution. The Area Director/Local Office Manager Responsible for SPRU/designee contacts the

SPRU Worker for additional information, if necessary, before making an administrative decision.

If a SPRU Worker disagrees with advice given by a SPRU Supervisor, he or she may call the Area Director/Local Office Manager Responsible for SPRU, or his or her designee him- or herself, after first advising the SPRU Supervisor of his or her intent to take such action. Thus the SPRU Worker must advise the SPRU Supervisor before he or she initiates contact with the Local Office Manager.

The Local Office Manager is responsible for updating the SPRU Supervisor immediately as to any decisions made.

The SPRU Worker or SPRU Supervisor may contact the Area Director/Local Office Manager Responsible for SPRU, or his or her designee to resolve coverage disputes after hours, including disagreements regarding whether to activate a Back-Up SPRU Worker or a Buddy.

SCR maintains a current listing of the home telephone numbers of all LO Managers.

### **Documentation of SPRU Supervisor Consultation 7-5-2011**

Worker-Supervisor consultation and joint decision-making are vital components of the agency's handling of a CPS investigation or agency intervention at any hour of the day or night. Both the SPRU Worker and the SPRU Supervisor make each consultation part of the official case record, recorded electronically in, and accessible through, the NJ SPIRIT application.

SPRU Supervisors document each call received or handled while on duty - case handling, decision-making, administrative calls, consents, SPRU coverage arrangements, etc. - by completing a SPRU Supervisor Log (Template), CP&P Form [9-24](#). Complete one form for each SPRU case handled. Use one form to document repeated calls handled on the same case.

See CP&P Form [9-24](#) in the Forms Manual (Volume X). Complete the form in accordance with its form instructions.

Bring any unusual case situations or approvals to the attention of the respective SPRU Coordinator the first work day immediately following the on-call shift of duty.

Payment for SPRU Supervisor service is contingent upon proper, timely documentation of each case directive given. The SPRU Supervisor "approves" his or her work in NJS.